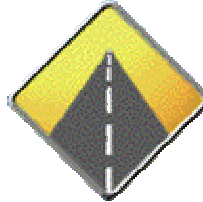


Rollin' Along!

Sept. 2004

A Quarterly Publication From Maricopa County Equipment Services

Going The



Extra Mile

From time to time there are employees that go the extra mile to make a customer's day brighter and to make a difference in work flow processes that give better customer service and satisfaction.

Here are the "Going The Extra Mile" employees we'd like to recognize in this issue.

To: **Alan Chatfield**

From: F. Truxon "Trux"; Director

Subject: Letter of Recognition

Al,

I want to acknowledge the quality service you provided recently for a customer (Blake Stewart, MCDOT Traffic Engineering). Your willingness to go the extra mile to accommodate his needs in a time crunch, including completing the service quickly and accurately, and arranging for pick up of his vehicle after hours, is the sort of customer service sets you apart and makes this department distinctive.

On behalf of our customer and the department, I would like to thank you for your outstanding efforts.

To: **Quintin Bester**

From: F. Truxon "Trux"; Director

Subject: Letter of Recognition

Quinn,

It is my pleasure to recognize the quality service you have been providing to the Sheriff's fleet at the Mesa facility. You have delivered outstanding customer service, giving emergency vehicles top priority, and maintaining all the vehicles in your care in top mechanical condition.

Sheriff's District Commander, Captain Dante Proto, has commended you on your strong work ethic; he appreciates that you strive to return his vehicles as soon as possible so his Deputies can remain in actual service on patrol.

Your willingness to go the extra mile every day, and in every situation, makes you a great asset to the department and the County.

On behalf of our customers and the department, I would like to thank you for your exceptional efforts.

To: **Mike DePaulo**

From: F. Truxon "Trux"; Director

Subject: Letter of Recognition

Mike,

I want to acknowledge the quality service you provided recently for a customer (Blake Stewart, MCDOT Traffic Engineering). Your willingness to go the extra mile to accommodate his needs in a time crunch exemplify professionalism and first rate customer service skills.

On behalf of our customer and the department, I would like to thank you for the service. I look forward to many more positive accomplishments.

To: **Gary Voeks**

From: F. Truxon "Trux"; Director

Subject: Letter of Recognition

Gary,

I want to acknowledge the high quality service you provided recently for a customer (Blake Stewart, MCDOT Traffic Engineering). Your outstanding diagnostic analysis went the extra mile, not only solving the listed repair issues, but also discerning two additional problems, precluding vehicle failure in the field.

On behalf of our customer and the department, I would like to thank you for your unparalleled efforts.

Safety Corner

Halloween Safety Tips

- ✓ Young children should be accompanied by an adult.
- ✓ Know where your children are going.
- ✓ Make your children eat dinner before they set out.
- ✓ Children should carry quarters so they can call home.
- ✓ Older children should know where to reach you and when to be home. If your children go on their own, be sure they wear a watch, preferably one that can be read in the dark.
- ✓ Costumes should be made of flame-retardant material.
- ✓ Although tampering is rare, tell children to bring the candy home to be inspected before consuming anything. Look at the wrapping carefully and toss out anything that looks suspect
- ✓ Tell them to carry a flashlight
- ✓ Walk, don't run.
- ✓ Stay on sidewalks and obey traffic signals
- ✓ Stay in familiar neighborhoods
- ✓ Don't cut across yards or driveways.
- ✓ Make sure costumes don't drag on the ground.
- ✓ Shoes should fit (even if they don't go with your costume)
- ✓ Avoid wearing masks while walking from house to house.
- ✓ Carry only *flexible* knives, swords or other props.
- ✓ If there is no sidewalk, walk on the left side of the road facing traffic.
- ✓ Wear clothing with reflective markings or tape.
- ✓ Approach only houses that are lit.
- ✓ Stay away from and don't pet animals you don't know.

Employee Corner



Angel Brandwein

Angel is one of our newest employees that has come to us direct from ASU West. Angel is the department's new Executive Assistant to the Director. She recently graduated with a degree in I/O (Industrial Organizational) Psychology. Angel states she plays a mean hand of Texas Hold 'Em, and enjoys writing. Stop by and introduce yourself; she is looking forward to meeting the folks she will be working with.

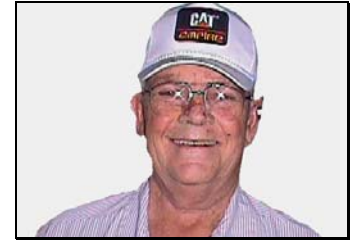


Darrell Dahkoshay

Darrell is our newest Heavy Duty Technician who will be working out in the field. Darrell has been in automotive repair for 10 years and loves the challenge. Even though he came from the beautiful White Mountains in 1989, he is still happy to be here. Darrell enjoys camping, fishing and hunting. Did I mention basketball?

Welcome!

Employee Corner



Darrell Christy

Darrell came to us in 1995 after 20 years in Colorado. He has been Heavy Duty-ing for 40 years but this year, he has decided to take on another everyday challenge,

RETIREMENT.

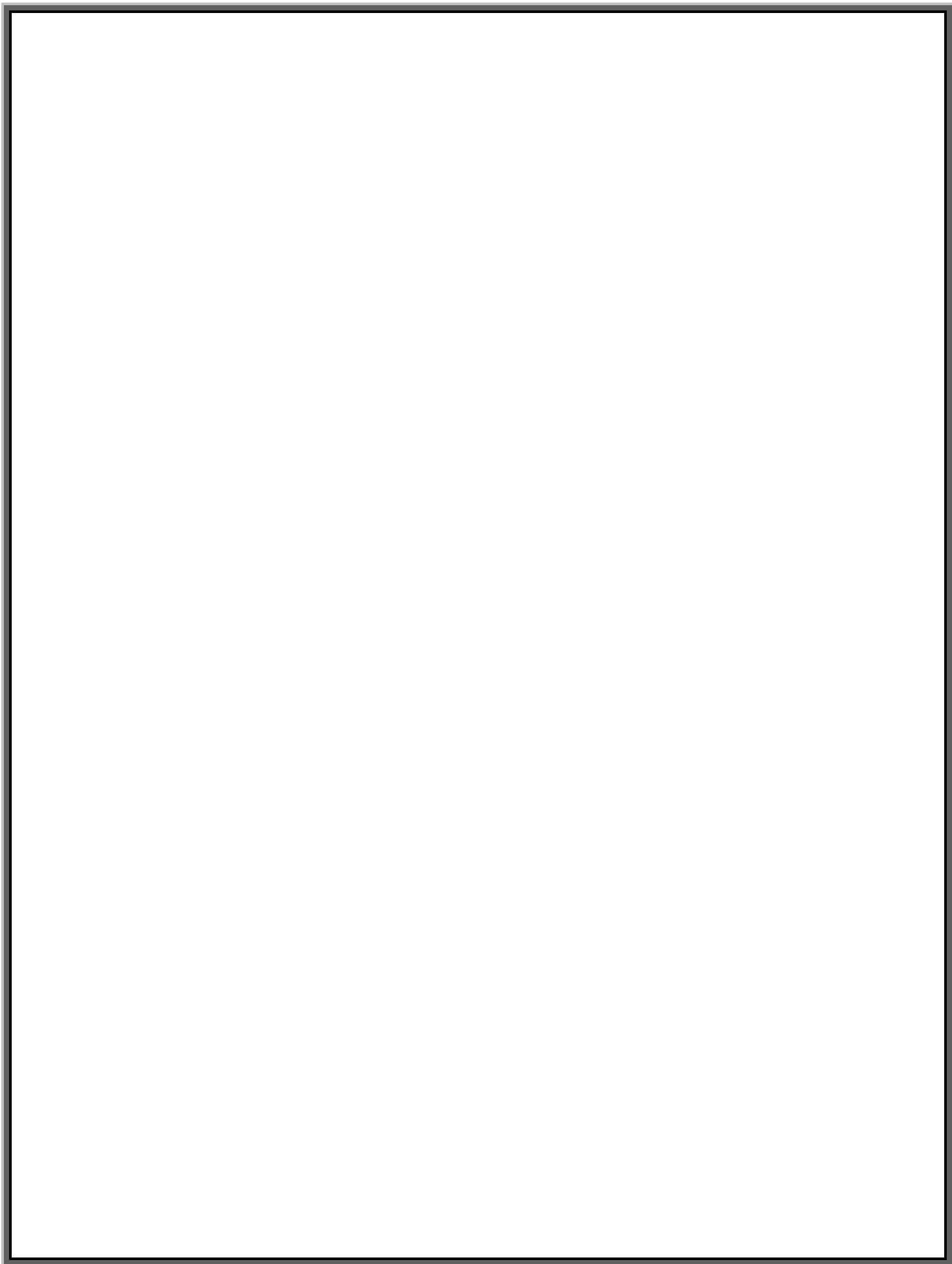
April 30th was his last day here at Equipment Services. We wish him a fond farewell. Darrell was not only respected on the Heavy Duty shop floor, but as well in the Parts Room, where he stepped up to the challenge of helping that department accomplish their goals and streamline delivery systems.

Thanks Darrell, for all you contributed to Equipment Services over the years.

***May Your Journey
Be Long And
Filled With Peace!***

Goodbye

Friend!



What's New in the Fleet Industry

Arizona Public Sector Fleets May be Unable to Meet EPACT and State AFV Buying Mandates

PHOENIX - Ford and General Motors, two major suppliers of vehicles that run on compressed natural gas (CNG) and propane, are discontinuing production of some models after the 2004-model year to focus on gas/electric hybrid vehicles and hydrogen-fuel research. This leaves government fleets in Arizona and elsewhere scrambling to meet air-quality goals, reports *The Arizona Republic*, as reported by Weststart-CALSTART on August 19.

Federal law requires state governments to buy alternative-fuel vehicles, and Arizona state law says that at least 75 percent of government fleets in urban areas must run on clean-burning fuel, although there are no penalties for non-compliance. "We're at a critical juncture in alternative fuel," said Mark Leonard, Phoenix public works director. The state statute "is not achievable now and will become even less achievable."

Market forces also prompted the demise of CNG and propane vehicles, said Joanne Krell of GM's environmental and safety group, noting that sales of the alternative-fuel vehicles have dropped off. Public acceptance of natural-gas vehicles has been tepid, even among dedicated environmentalists, mainly because of the limited sources for refueling vehicles. The recent advances in hybrids and upcoming clean-diesel initiatives also have pushed back natural gas and propane. "We tend to do what the market wants to buy," Krell said. "In the long term, we really believe hydrogen is the answer," she added.

The cities and agencies that use natural-gas or propane vehicles can continue using them as long as they run, but after the vehicles are retired, there will be no replacements available. Phoenix officials have hired consultants to study the situation, Leonard said, and in the fall, expect to hear a report from them, which will help them decide which direction to go. "What we're doing now is stepping back and looking at the entire approach to alternative fuel," he said.

- Government Fleet Magazine
http://www.fleet-central.com/gf/t_home.cfm

Check This Out

Check Out The New Equipment Services Web Page



http://www.maricopa.gov/equipment_services

Our Web Page will have all of the important numbers and information needed for a successful journey to our service centers and fuel sites. Remember to look often; there will be changes from time to time to better serve our customers.

This Month in Automotive History...

September 10, 1897

First DWI

Even without Breathalyzers and line tests, George Smith's swerving was enough to alarm British police and make him the first person arrested for drunken driving. Unfortunately, Smith's arrest did nothing to discourage the many other drunk drivers who have taken to the road since. Although drunk driving is illegal in most countries, punished by heavy fines and mandatory jail sentences, it continues to be one of the leading causes of automobile accidents throughout the world. Alcohol-related automobile accidents are responsible for approximately one-third of the traffic fatalities in the United States - 16,000 deaths each year, and also account for over half a million injuries and \$1 billion of property damage annually.